
EFFECTIVE

February 1, 2017.

Subject(s)

1. ERM 103, Application Procedures.
2. ERM 204, Client Caused Emergencies.
3. ERM 206, Income.
4. ERM 301, Energy Services.
5. ERM 306, Burials.
6. ERM 401, Payments.
7. ERG, Glossary.

1) Application Procedures**ERM 103, Application Procedures**

Example updated to include dates that fall within the crisis season.

Reason: Policy Clarification.

2) Client Caused Emergencies

Required Payments section updated.

Reason: Policy Clarification.

3) Income**ERM 206, Income**

USDA PIK income was added to the Earned Income Examples, next to earnings from self-employment.

Reason: Policy Clarification.

4) Energy Services**ERM 301, Energy Services**

The link to DTE's Online Resource for Agencies (ORA) and the link to the Michigan Agency for Energy website and MEAP grantees has been updated.

Infinity Billing Enterprises has been added as an example of a third party billing company.

Reason: Update.

5) Burials**ERM 306, Burials**

A person who has been designated as the funeral representative has been added to the list of Who May Apply for burial assistance.

Reason: Public Act 57 of 2016.

6) Payments**ERM 401, Payments**

Infinity Billing Enterprises was added to the list of third party billing companies.

Removed language that is included in other policy items and not relevant to this policy item.

Reason: Policy Clarification.

7) Glossary**Definition of Crisis**

An energy crisis is one of the following:

- An individual or household has a past due account or shut-off notice on an energy bill for his or her household.
- A residential fuel tank is estimated to contain not more than 25 percent of its heating fuel capacity.
- A stated need for household deliverable fuel or nontraditional fuel source such as wood, corn, cherry pits, etc.
- A notice that the balance of a prepayment account is below \$100.
- A statement from a licensed service provider indicating the homeowner's furnace is inoperable and in need of repair or replacement.

Definition of Life Threatening Crisis

A household is considered to have a life-threatening energy crisis if the following criteria is met:

- The household is not protected by Michigan's Winter Protection Plan (WPP);

- The household has experienced disconnection of natural gas or electric service, has ran out of their household heating fuel, or the household has a statement from a licensed service providing indicating that the furnace is inoperable and in need of repair or replacement;
- Restoration of energy service(s) is medically necessary;
- The household does not have any temporary housing alternatives while the emergency is being resolved.

Reason: Policy Clarification.

**MANUAL
MAINTENANCE
INSTRUCTIONS**

Changed Items ...

[ERG GLOSSARY](#)

[ERM 103](#)

[ERM 204](#)

[ERM 206](#)

[ERM 208](#)

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